

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND
ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 11-03

DATE: August 1, 2011

DISPOSAL DATE:

**RE: Income Maintenance
Expense Reporting**

TO: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

FROM: Brett Davis, Administrator
Division of Health Care Access and Accountability

Purpose:

The purpose of this memo is to clearly define Income Maintenance (IM) expenditures that may be reported for reimbursement under Appendix AL of the State and County Contract and Appendix B of the State and Tribal Contract.

Background:

Prior to 1996, the IM contracts included Aid to Families with Dependent Children (AFDC), Food Stamps and Medical Assistance. In 1996, the Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) replaced AFDC with Temporary Assistance for Needy Families (TANF). Wisconsin developed the Wisconsin Works (W-2) program to replace AFDC entitlements. W-2 became a separate contract from Income Maintenance Program Administration. Over time, there have been additional changes to what is included in Income Maintenance programs.

Definitions:

Wisconsin Statute 49.78 defines the Income Maintenance Programs as "the Medical Assistance program under Subch. IV of Ch. 49, the BadgerCare Plus Program under s. 49.665, the FoodShare Program under 7 USC 2011 to 2036, or the cemetery, funeral, and burial expenses program under s. 49.785."

Wisconsin's IM Programs as identified in the contracts between the state and local agencies are Wisconsin FoodShare, Wisconsin Medicaid and BadgerCare Plus, Family Care, SSI Caretaker Supplement, the Wisconsin Funeral and Cemetery Aids Program and BadgerCare Plus Core Plan. For the purpose of clarity, the Wisconsin Medicaid and BadgerCare Plus Programs include the Medicaid Purchase Plan, Well Woman Medicaid, the Family Planning Waiver, other subprograms of Medicaid, and the Subrogation and Estate Recovery Programs.

Agency Management, Support and Overhead (AMSO), as described in the Local Organizational Units Section of the Wisconsin Department of Health Services Cost Allocation Plan, includes all overhead costs of the entire county agency, including the applicable percentage of the county's indirect costs as identified in the countywide indirect cost allocation plan. Costs that generally are included in AMSO include salary and fringe benefits for the executive level of management that oversees the entire agency, clerical support costs for the entire agency, utilities, space, telephone charges, finance, and other administration staff costs, and other indirect costs that cannot be specifically identified with certain programs/funding sources but are applicable to all.

Eligible Income Maintenance Expenditures

Expenditures to be reported for reimbursement under the Income Maintenance contracts are for activities related to administration of IM programs only.

Administration of IM programs includes the following activities:

1) Application processing which may include:

- Interview or enter mail-in application and process ACCESS applications into CARES , this includes checking on-line data exchanges (SOLQ, new hire, etc.), birth queries, requesting birth certificates from other states;
- Conducting FoodShare interviews;
- Explaining IM programs and complicated policies to applicants;
- Collecting a premiums, where applicable;
- Discussing how to use Electronic Benefits Transfer (EBT) for FoodShare;
- Issuing a vault cards for emergency FoodShare benefits;
- Explaining estate recovery and filling out appropriate forms;
- Running and confirming eligibility for IM programs in CARES;
- Sending manual notices;
- Explaining the Forward and Quest cards;
- Coding, scanning and copying documents;
- FSET referrals; and
- Handling/mailing out brochures for IM programs.

2) Review Processing, which may include:

- Interview or enter mail-in application and process ACCESS applications into CARES , this includes checking on-line data exchanges (SOLQ, new hire, etc.), birth queries, requesting birth certificates from other states, running and confirming eligibility in CARES for IM programs based on review findings;
- Handling/mailing out brochures for IM programs;
- Sending out manual notices;
- Explaining impact of customer changes on eligibility and benefits;
- Copying and scanning verification documents;
- Coordinating cases with managed LTC/FSET workers;
- Collect premiums for cases that have changed from no premium to premium status; and
- Tracking new program requests.

3) Change Processing, which may include:

- Requesting and processing verifications;
- Entering changes, running and confirming eligibility in CARES for IM programs;
- Explaining impact of customer changes on eligibility and benefits;
- SMRF processing;
- Coordinating cases with managed LTC/FSET workers; and
- Collect premiums for cases that have changed from no premium to premium status.

4) Other Case Processing, which may include:

- Customer service activities including referrals, home visits, outreach and coordinating activities with other partners;
- Issuing vault cards for FoodShare;
- Reviewing and processing alerts that relate to IM;
- Handling FS and MA overpayments;
- Preparing for and attending fair hearings;
- Fraud prevention and investigation activities not covered by a separate contract;
- Processing IM burial reimbursement;
- Sorting and distribution of homeless mail for IM programs; and
- Process data exchanges identified on a case.

Appropriate expenditures include:

- The IM share of the Administrative Management, Support and Overhead (AMSO) costs as determined by the local agency cost allocation methodology.
- Costs for the IM unit including:
 - supervisor salaries and fringe
 - workers aides and specialists salaries and fringe
 - direct clerical support salaries and fringe
 - travel costs associated with the above
 - supplies, services, and equipment that can be directly identified to the IM unit

Listed below are examples of activities that do not meet the criteria for administration of IM programs:

- Any administrative costs relating to county only programs including county burial administrative costs.
- Costs that should be claimed to other programs, i.e. Child Care and W-2 administration and/or eligibility, even if the costs exceed that programs contract allocation.
- Social work and other direct member supportive services to Medicaid and FoodShare members not related to IM Program eligibility determination or administration, such as Child Welfare casework, Juvenile Court Services casework, mental health services, AODA services, employment support services and others.
- FoodShare Employment and Training program.

- MA Transportation administration

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